

06/07/00
JC846 U.S. PTO

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"Express Mail" mailing label
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Date of Deposit June 7, 2000
I hereby certify that this application is
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Commissioner of Patents and Trademarks,
Washington, D. C. 20231.

PATENT APPLICATION

**IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE**

Frank J. Bogart
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Lynn Williams
(Printed name of person mailing paper or fee)
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(Signature of person mailing paper or fee)

CASE 18-3-1-4-1

TITLE Multimedia Customer Care Center Having A Layered Control Architecture

**ASSISTANT COMMISSIONER FOR PATENTS
WASHINGTON, D.C. 20231**

Jc531 U.S. PRO
09/588963
06/07/00

SIR:

NEW APPLICATION UNDER 37 CFR § 1.53(b)

Enclosed are the following papers relating to the above-named application for patent:

Specification
11 Formal Sheets of drawing(s)
1 Assignment(s) with Cover Sheet
Declaration and Power of Attorney
Information Disclosure Statement

CLAIMS AS FILED				
	NO. FILED	NO. EXTRA	RATE	CALCULATIONS
Total Claims	13 - 20 =	0	x \$18 =	\$0
Independent Claims	2 - 3 =	0	x \$78 =	\$0
Multiple Dependent Claims, if applicable			+ \$260 =	\$0
Basic Fee				\$690
			TOTAL FEE	\$690

Please file the application and charge **Lucent Technologies Deposit Account No. 12-2325** the amount of \$690, to cover the filing fee. Duplicate copies of this letter are enclosed. In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **Deposit Account No. 12-2325** as required to correct the error.

The Assistant Commissioner for Patents is hereby authorized to treat any concurrent or future reply, requiring a petition for extension of time under 37 CFR § 1.136 for its timely submission, as incorporating a petition for extension of time for the appropriate length of time if not submitted with the reply.

Please address all correspondence to **Docket Administrator (Room 3C-512), Lucent Technologies Inc., 600 Mountain Avenue, P.O. Box 636, Murray Hill, New Jersey 07974-0636**. However, telephone calls should be made to me at 303-538-4154.

Respectfully,

David Volejnicek

David Volejnicek
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Date: JUN - 7 2000
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